



23rd September 2021

Dear Applicant,

Thank you for considering a **Programme Coordinator** role with Redthread. We are a team of compassionate, collaborative and courageous professionals, committed to empowering young people to change their lives. This clip from [BBC News](#) will give you a taster of what we do every day.

This role is part of our Youth Violence Intervention Programme (YVIP) working across both the Queens Medical Centre (QMC) and Kings Mill Hospital (KMH), Nottinghamshire. As a **Programme Coordinator**, you will play a key role in the YVIP team, being responsible for data collection and report writing, providing administrative support, monitoring referrals and being a key point of contact within the hospitals for the programme.

To succeed in this role, you will be an enthusiastic individual who is highly organised, a strong communicator, enjoys collecting and reporting on data, and has the ability to form effective working relationships with a wide range of people. You will also need to be excited at the prospect of working in a fast-paced and exceptionally busy environment inside a hospital.

During the Covid-19 outbreak, our teams are still working from the hospitals as we are classed as essential workers. You will need to do shifts the hospital, as well as working some days from home, depending on the needs of the team and the service.

In return, the successful candidate will receive a competitive salary, a supportive and flexible working environment, excellent staff training and development package and access to a range of employee benefits including enhanced annual leave and family leave entitlements, employer pension scheme contribution, access to clinical supervisions, enhanced employee assistance programme services and more.

#### **Find out more:**

If you'd like to find out more about this vacancy and our work, we're hosting two online drop-in sessions where you can hear from our current team members about this role. [Sign up for either our afternoon or evening sessions.](#)

#### **How to apply:**

If this sounds like the right role and organisation for you, apply by following the link below. This will take you to our recruitment platform BeApplied, where you will be able to fill in a short application and upload a CV. To ensure we fairly assess applications, CV's will not be reviewed initially.

We will accept applications until **9am on Tuesday 26<sup>th</sup> October 2021.**

Apply Now: <https://app.beapplied.com/apply/8ecv30t0ee>

Please note: If we receive a high number of applications, we reserve the right to close the advert before the closing date. Therefore, early applications are encouraged.

- 1) Shortlisted candidates will be invited to a first-round interview with the Redthread team on 2nd November.
- 2) Successful applicants will be invited to a second-round interview in the following week.

### **Equity, Diversity and Inclusion**

Redthread are proud to be an equal opportunities employer that values the contribution each individual makes to our work. We strive to build a diverse and inclusive working environment where all staff feel valued, respected and empowered to be who they are at work.

We aim to achieve a workforce that is diverse regardless of age, disability, neurodiversity, gender identity, marriage and civil partnership status, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation or criminal record status and one which reflects the communities and young people we support.

We recognise that in particular people from Black and Asian communities and other minoritised ethnic groups are under-represented in the charity sector, as are those with disabilities. We welcome and encourage people from these historically excluded groups as well as those who identify as male to apply for this opportunity.

**We are committed to taking an inclusive approach to recruitment and selection whilst ensuring there is no discrimination in our processes and that our team and prospective employees are treated fairly, with respect and without bias.**

Reasonable adjustments to the interview process can be made to accommodate additional requirements. Applicants are encouraged to highlight any specific adjustments needed to enable participation in the recruitment process. For more information, please contact [applications@redthread.org.uk](mailto:applications@redthread.org.uk) or call our HR team on [020 3744 6888](tel:02037446888)

Kind regards,



John Poyton  
CEO



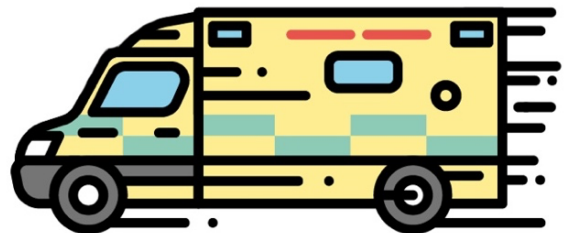
## Youth Violence Intervention Programme

Redthread empowers young people to thrive as they navigate the challenging transition to adulthood by integrating trauma-informed youth work into the health sector. Whether a young person has been the victim of a stabbing, is seeking support for anxiety, has suffered a sexual assault, or wants to find a new home beyond the reach of a gang, we support them to overcome the challenges they face through our dynamic youth work programmes.

Every year thousands of young people find themselves in hospital A&E departments as the victim of serious youth violence. Redthread's Youth Violence Intervention Programme embeds youth workers in hospitals to intervene with these young people. The teams meet the young patients as soon as they can: in the A&E waiting room, on the ward, or even in the resuscitation bay. We believe that this moment of intense crisis, when the young person is nursing a serious injury in the daunting environment of a busy hospital, often alone, can be a catalyst for pursuing positive change – a 'teachable moment'.

Our teams build rapport with the young people, mentor and advise them, and support them to make long-term positive plans to break away from cycles of violence and offending. Problems include exclusion from education, employment or training, a lack of stability in housing, mental health concerns, unstable relationships and reprimands due to criminal activity. Redthread capitalise on our partnerships to ensure long-term work and change is possible for each young person. The teams make well-judged referrals on their behalf and accompany them to initial meetings to ensure transition is smooth. This work disrupts the cycle that can too easily lead to devastated communities and an exhausted healthcare and justice system.

We have teams in three of London's four Major Trauma Centres and commission a service in the fourth. In 2018 we launched services in Queen's Medical Centre in Nottingham, in Queen Elizabeth and Heartlands Hospitals in Birmingham, and in Homerton Hospital in Hackney. We expanded our service to UCLH in early 2020, and have launched in Croydon University Hospital, University Hospital Lewisham and Queen Elizabeth Hospital, Woolwich this year during the pandemic.



## King's Adolescent Outreach Service (KAOS)

On any day, across King's College Hospital sites, at least 20 adult beds are occupied by young people aged 16 to 24. These young people have specific medical, emotional, legal and social needs which we know from user feedback are not being met. The KAOS team help support the medical and surgical teams on adult wards to care for young people in an age appropriate way.

Outside of the hospital, we deliver The Social Switch Programme in partnership with Social Business Catch22- amongst other things, this programme trains frontline professionals to understand and address social media in their work with young people.

"I need this don't I, this is an opportunity for me; to be able to work with you, any of you, could change things for me. I'm ready for that. I'm in! You don't need to ask me again - I'm 100% on board, whatever I have to do. I'm doing it."

**A young person's reaction to being introduced to the service**

"I've seen first-hand how our hospitals provide a unique moment to engage with young people. Redthread have helped thousands of Londoners - and I'm proud to support their work."

**Sadiq Khan, Mayor of London, June 2019**

## **What do our Youth Intervention Practitioner team do?**

Youth Intervention Practitioners use the principles and power of youth work in the setting of a busy emergency department. We meet young people who have experienced injury or trauma while they are in the hospital, and work alongside our clinical colleagues to offer them support at a time when they are feeling very vulnerable. Our first contact with the young person may be to offer them a drink, or to ring their parent, or to check they understand what's happening to them. When their immediate medical needs have been met, we will talk to them some more and explain how we can support them. We will do a safety plan with them before they leave the hospital.

If a young person chooses to engage with us, we will then work with them for eight to twelve weeks on a plan of action that's tailored to their needs. We work closely with the hospital safeguarding team every day and frequently have to escalate concerns. We contact any other agencies who know the young person so we're not duplicating their work, and often arrange to meet them with the young person. We regularly have to strongly advocate for young people, for example with housing agencies. We look for organisations who can work with them towards their longer-term goals and we do relational referrals, transferring the trust that young people have built with us.

We provide an intensive induction at the start of the role, ongoing training and CPD throughout your time at Redthread and fortnightly clinical supervision. Our Youth Intervention team have to be courageous and tenacious, and because ours is a short intervention, we don't always see first-hand the impact of our work. But we know from talking to the young people we work with that we make a huge difference.

Our Programme Coordinators, Youth Intervention Practitioners and Team Leaders are resilient, able to work calmly in a challenging environment with young people experiencing trauma, injury or exploitation. They have a good level of self-awareness, the ability to reflect on how the work is impacting them, and a willingness to engage in regular clinical supervision that helps them develop their practice and emotional literacy.

"That could have been the worst thing that happened in my life, but you made it one of the best."

**A young person's comment on their experience of our service**



## Programme Coordinator Job Description

<b>Post Title:</b>	Programme Coordinator
<b>Work area:</b>	Youth Violence Intervention Programme (YVIP)
<b>Responsible to:</b>	Team Leader
<b>Location:</b>	The post will be based primarily at Queens Medical Centre in Nottingham, with frequent visits to Kings Mill Hospital. There will be the need for some home working and regular visits to Redthread's main offices, other projects and activities that take place at various locations across London and the UK.
<b>Hours:</b>	37.5 hours per week, usually 9:30 am to 6 pm with some flexibility required.
<b>Salary:</b>	Circa. £20,700 per annum + benefits
<b>Contract type:</b>	Permanent

### Purpose of the Post

- Provide administrative support to the YVIP team, being responsible for data collection and report writing, and a key point of contact for the programme.
- Be part of the team at Redthread, contributing to the development of our programmes and assisting with other projects and activities as required.

### Main Duties and Responsibilities

- Collect and collate all team data for programme monitoring and evaluation and produce monthly and one-off reports reporting and analysing this data as required for internal purposes and for external funders.
- Accurately maintain programme databases and administrative records, ensuring the team are following the correct procedures for recording their cases on Lamplight and hospital systems. (Training in Lamplight will be provided.)
- Be a conduit for referrals to the youth work team through searching hospital records, liaising with clinical staff, and ensuring that emails and phone contacts are responded to.
- Support and assist external evaluation and research partners, responding to requests for data or information.
- Act as a key liaison point between the YVIP team and clinical colleagues, and between the team and Redthread's SMT.
- Liaise with other YVIP programme coordinators to share best practice and ensure there is consistency in the way data is collected across the different sites.

- Support the Team Leader with administration tasks and in designing new systems and processes as necessary.
- Produce high quality verbal and written updates on the programme for Redthread and for the hospital.
- Support youth workers with their engagement, ongoing intervention, and follow up work with young people, where appropriate. When there is high demand for the service, help to send letters, and assist with relevant signposting.
- Help to organise and administer hospital steering group meetings and team meetings, taking minutes as required.
- Review and produce project documents and publicity material and order and maintain project equipment and office supplies.

## **General responsibilities of all Redthread staff**

- Actively participate in staff meetings, session evaluations, supervision/reviews and planning sessions and in Redthread's overall development, including input on the needs of young people, ideas for new projects, and the on-going development of existing projects.
- Assist where possible with fundraising events and fundraising, including the maintenance and growth of the regular supporter network, and to assist in promoting the organisation's work with young people to the wider community.
- Assist in maintaining good working relations with Redthread's stakeholders, project partners and with other agencies and represent Redthread at external meetings as required.
- Encourage and enable young people to participate in all forms of decision-making and management of Redthread's projects, with the ultimate aim of empowering them to shape the services and activities provided for them. To ensure that all young people have equality of access and that the programme promotes opportunities for all young people.
- Assist the team in ensuring that all Redthread policies and procedures are followed, including Health and Safety, Safeguarding, Data Protection and Equal Opportunities. Report any concerns to an appropriate member of the SMT.
- Work as a member of the Redthread team and assist as required across all the organisation's projects, carrying out any other duties that may be required to meet the needs of the organisation.

## Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> <li>• Experience of working successfully in a similarly diverse and fast-paced role.</li> <li>• Experience of working in a team, supporting colleagues and working together towards shared goals.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using a wide range of databases and software.</li> <li>• Building professional relationships and working alongside diverse agencies, organisations and individuals.</li> </ul>
Knowledge		<ul style="list-style-type: none"> <li>• Knowledge of best practice in handling confidential data</li> <li>• Advanced knowledge and experience of using Excel</li> <li>• Knowledge of research methods, data capture and assessing impact of programmes.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Highly organised with a methodical and thorough approach to work and the ability to multi-task effectively.</li> <li>• Ability to manage own workload effectively and take initiative when working independently.</li> <li>• Excellent verbal and written communication skills with a wide range of people.</li> <li>• Ability to present information appropriately and clearly to various individuals and professional audiences</li> </ul>	<ul style="list-style-type: none"> <li>• Working on Mac-based IT systems</li> <li>• Highly skilled in use of databases and able to quickly learn new systems.</li> <li>• Ability to analyse, interpret and present data clearly and coherently.</li> </ul>
Qualifications		<ul style="list-style-type: none"> <li>• Outstanding academic background with a minimum 2.1 degree and high-grade A-level (or equivalent) qualifications.</li> </ul>
Professional skills	<ul style="list-style-type: none"> <li>• Self-motivated and committed to personal development</li> <li>• Flexible and committed</li> <li>• Effective time management skills and an ability to prioritise tasks and work flexibly to deadlines</li> <li>• A commitment to and understanding of equal opportunities issues as they apply to all aspects of Redthread's work</li> </ul>	

## EMPLOYEE BENEFITS AND TERMS AND CONDITIONS

### Salary

Circa £20,700 per annum + benefits. We offer competitive salaries which are regularly reviewed, and we're proud to be a living wage employer.

### Contract

Permanent

### Place of work

The post will be based primarily at Queens Medical Centre in Nottingham, with frequent visits to Kings Mill Hospital. There will be the need for some home working and regular visits to Redthread's main offices, other projects and activities that take place at various locations across London and the UK.

### Hours of work

37.5 hours per week, usually 9:30am to 6pm with some flexibility required.

### Probationary period

The post is subject to a six-month probationary period.

### Annual leave

The holiday entitlement is 26 days leave each year pro rata, plus the bank holidays. An extra one day's holiday per year is given for each full year worked, up to a maximum of five additional days. Employees can also carry over three days leave entitlement (pro-rata for part-time employees) into the next holiday entitlement year.

### Enhanced family leave entitlements

We offer employees enhanced maternity, paternity and adoption leave and pay after one year of completed service.

### Workplace Pension Scheme

We offer membership of a workplace pension set up with The People's Pension, and employees are eligible to be auto enrolled after three months' service. The employee's minimum pension contribution rate is currently 3%. Redthread's contribution rate is 5% higher than the employee up to a maximum of 8%.

### Enhanced Sick Pay

The entitlement to enhanced sick pay is service-related, starting with one-week full pay and one-week half pay.

### Employee Assistance Programme (EAP)

We offer an *enhanced* Employee Assistance Programme, which offers free, 24/7 confidential helpline services (accessed either by phone and/or online) including structured counselling services and practical resources aimed to support your work-life balance. In addition, some aspects of the EAP service are also available to share with an employees' dependants including their partner.

### Tax-free Childcare scheme

You are entitled to sign up to the Government's Tax-Free Childcare (TFC) scheme at <https://www.gov.uk/tax-free-childcare>



### **Cycle to Work Scheme**

We offer a Cycle to Work scheme which enables savings on the cost of a new bike and accessories for employees wishing to cycle to work for all or part of their journey. Employees can sign up after one month's service.

### **Safeguarding**

Redthread puts safeguarding at the forefront of all its activities. The successful applicant will demonstrate their firm commitment to effective safeguarding practises and high professional standards around all safeguarding issues.

### **Learning and Development**

We are committed to supporting everyone who works for Redthread to develop their professional skills and to achieve their full potential. Alongside a Professional Development Plan's (PDP) all staff are offered up to six Continuing Professional Development (CPD) days per year to meet their goals. Redthread run a comprehensive curriculum of in-house core training for all frontline staff.

### **Equal Opportunities**

Redthread is committed to the fair treatment of its staff, potential staff or users of its services, regardless of age, disability, neurodiversity, gender identity, marriage and civil partnership status, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation or criminal record status. We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.

At Redthread, we're currently exploring new ways in which we can improve our overall approach to equality, diversity and inclusion whilst continuing to build an organisational culture where all colleagues feel valued, respected and empowered to be who they are at work.

Our EDI networking forum provides opportunities for staff to contribute to the future development of Redthread's new EDI strategy. The forum also supports the organisation to coordinate and deliver actions around equity, diversity and inclusion such as bias training, inclusive leadership, virtual workshops, events, accreditations and more.

### **Please note:**

Any offer of employment will be subject to continuous eligibility to work in the UK and satisfactory pre-employment screening which for frontline staff includes an Enhanced DBS Check. Full details on the pre-employment screening process can be requested from [applications@redthread.org.uk](mailto:applications@redthread.org.uk)